



# 3308<sup>Q&As</sup>

Avaya Contact Recording and Avaya Quality Monitoring R12  
Implementation and Maintenance Exam

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### QUESTION 1

A customer needs a solution for their Avaya Contact Recorder (ACR). They currently have an ACR master and three slaves.

Which action can the customer take to turn their solution into a high resiliency solution?

- A. Add another ACR master.
- B. Add another ACR slave.
- C. Add an ACR standby.
- D. Add an ACR TDM server.

Correct Answer: B

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### QUESTION 2

A customer has installed two Network Interface Cards (NICs) on an Avaya Contact Recording Server, and they are unable to capture Real-time Transport Protocol (RTP) packets.

What are three possible reasons they are encountering this problem and (Choose three.)

- A. The wrong NIC has been selected to use for RTP.
- B. Both NICs belong to the same subnet, and are on a different subnet than the CLAN/H323, and AES IP address defined.
- C. There is no network path between both NICs and the recorded IP telephones.
- D. The gateway has not been set up on the NIC for only search and Replay purposes.
- E. There is no network path between the Avaya Aura® Communication Manager media resources and the NIC on the Avaya Contact Recording server to use for RTP.

Correct Answer: ACE

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### QUESTION 3

Which command backs-up the postgres database on an Avaya Contact Recording Linux server?

- A. `pg_dump format=c compress=5 eware> backup filename`
- B. `backup_postgres> backup filename`
- C. `pg_backup format=c compress=5 eware> backup filename`
- D. `pg_backup_postgres> backup filename`

Correct Answer: B

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#### QUESTION 4

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

- A. usage reports
- B. activity reports
- C. calibration reports
- D. historical reports
- E. screen reports

Correct Answer: BCE

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#### QUESTION 5

Which statement describes how to backup the Audio and Screen recording for the Quality Monitoring (QM) system?

- A. Backup the contents directory on the QM Server.
- B. Backup the SQL database on the QM Server.
- C. Backup the /eCorder directory on the Avaya Contact Recorder (ACR).
- D. Archive the contents of the /call directory on the Avaya Contact Recorder (ACR).

Correct Answer: D

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